

General Manager’s Report – January 2026

January saw freezing temperatures descend on Sudden Valley for the first time this winter. Maintenance plowed some snow in the higher elevations and applied brine to the roads to prevent freezing. All departments used January’s “quiet time” to prepare for the busier spring and summer seasons ahead.

Marina Renewals

Renewal packets were mailed to 344 marina and kayak storage renters on January 7th. As of 1/28, 73 renewals have been completed, representing just over 20% of the total. In addition to renewals, we have also gotten some terminations, so staff have begun reaching out to individuals on the waiting lists. As a reminder, renewals must be complete by February 25th. After that date, any wet slips, dry slips, or kayak storage racks that haven’t been renewed will be offered to the waiting lists.

Tree Removals

January was a busy month for tree removals. The table below shows year-to-date activity in context with annual totals from previous years.

Hazard Tree Activity Thru January 2026				
	2023	2024	2025	YTD 2026
Tree Requests Identified/Received	118	244	170	11
Tree Requests Resolved by SVCA Maintenance	74	155	104	4
Hazard Trees Evaluated by Certified Arborist		5	19	1
Hazard Trees Resolved by Outside Contractor	39	78	63	7
Pending High Risk Trees	0	0	0	0

In January, \$28,179 was spent on tree removals by outside contractors. The majority of this amount, \$16,755, was spent on the removal of two very large trees that were close to multiple homes and/or roadways. The picture gives you a sense of the size of a large Douglas Fir that was removed recently. Cranes are often needed when removing large trees in proximity to homes or roads, which can dramatically increase the cost of a removal.



Golf Revenue

Golf revenues in January are significantly higher than last year. The growth is due to a large increase in the sale of 2026 memberships. This year, memberships accounted for \$156,649 in revenue, a 39% increase over the previous year. Golf director Kevin LeDuc feels this is a very positive sign. Notably, Some of this growth comes from Intermediate Memberships: for 2026, we are at 61 Intermediate members (people between 18 and 28 yrs of age qualify for this membership), compared to 18 Intermediates in 2024 and 49 in 2025. While it is good to see an increase in revenue, we will need to watch carefully to see if an increase in the number of members cannibalizes revenues throughout the year.



2026 Capital Projects Status

CRRRF Projects	Approved Budget	Status
<u>Facilities:</u>		
Barn 8 Refurbishment	\$ 843,555	Paused
Turfcare Building Remodel	\$ 125,446	In Progress
Clubhouse HVAC	\$ 169,928	In Progress
<u>Equipment:</u>		
Turfcare Tractor Replacement	\$ 48,048	In Progress
Total Budgeted	\$ 1,186,977	

Roads Projects	Approved Budget	Status
Design/Permits for 2026 Projects	\$ 41,888	In Progress
Area Z Access Bridge/Culvert #4 Replacement	\$ 1,219,468	In Progress
On Call Engineering	\$ 44,995	In Progress
Fast Response - Roads & Drainage	\$ 95,613	In Progress
Ditches, Culverts, & Swales (CVC)	\$ 135,546	In Progress
Potholes & Minor Road Repairs	\$ 39,370	In Progress
Total Budgeted	\$ 1,576,880	

Department Reports

Administration

Activity Summary

- Worked with vendors to answer questions about the security services RFP.
- Evaluated responses to the security services RFP.
- Developed a training plan for our new Member Services team member and began onboarding.
- Continued developing Standard Operating Procedures (SOPs) to reflect current processes.
- Completed implementation of online learning management system (LMS) to support role-specific training for board and committee members, as well as staff; will launch in the last week of January.
- Completed rollout of new computers; all departments are now on the new platform; old hardware is being decommissioned and recycled.
- Completed update of network hardware and firewalls to simplify network maintenance and prepare for moving servers to Azure.
- Began development of a process to register and manage short- and long-term rental properties within the Association.

Successes

- Implementation of LMS will enable SVCA to offer individualized training opportunities to staff at a very affordable cost.

Planned Work

- Finalize process to register and manage short- and long-term rental properties within the Association.
 - Continue updating SOPs.
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Maintenance

Activity Summary

- Gutter cleaning was performed at all facilities.
- Replaced door mats and rugs at facility entrances.
- Completed annual fire suppression inspection at SVCA facilities.
- Drainage maintenance during heavy rain event.
- Removed fallen trees from several roadways resulting from windstorm.
- Trimmed vegetation encroaching on the community garden and at several intersections to improve visibility.
- Plowed SVCA roads during early morning snow event.
- Applied anti-ice brine to SVCA roadways due to icy conditions.
- Replaced and repaired several street signs.
- Made drainage improvements at several locations and repaired drain line under the bridge on Sudden Valley Drive.
- Repaired potholes at various locations.
- Repaired landscaping at Barn 8.
- Removed Christmas lights and Christmas tree at Barn 8.
- Removed lock and repaired locking mechanism at the Rec Center.
- Repaired door to the Men's room at the Rec Center.
- Repaired exterior door at the Adult Center.
- Replaced and cleaned several exterior and interior lights at the Clubhouse.
- Replaced broken ceiling tiles at the Clubhouse.
- Installed new doors, hardware, and locks at archive room.
- Swept and cleaned Marina entrance.
- Graded Marina parking lot and storage area.
- Trail maintenance at AM/PM park.
- Repaired wooden sign holders at AM/PM Park.
- Installed snowplows and sanders for potential snow.
- Removed plows and sanders following brief snow event.
- Repaired brine tank on Yanmar.
- Repaired rearview mirror on 906.
- Troubleshoot traction control system on OP-28.
- Replaced front differential and oil cooler line on SP-6.
- Serviced transmission on AD-1.
- Started repairs on OP-22.
- Replaced hood struts and changed hydraulic fluid on OP-20.
- Cleaned and serviced Zero Turn mower.

Successes

- Equipment worked well in first snow fall of the season.
- SVCA roads were in better condition than Whatcom County roads in recent icy conditions.

Planned Work

- Continue trimming vegetation to improve visibility at intersections.
- Refurbish picnic tables for Welcome Center.
- Build and install new doors in the trash collection area at the Clubhouse.
- Move files to new archive room.
- Remove snow equipment to utilize vehicles for routine maintenance tasks if no snow is forecast.
- Perform service on OP-25 and OP-22.

Recreation

Activity Summary

- Marina Slips & Kayak Racks information audit.
- Marina & Kayak Renewals mailed & emailed out on 1/19.
- 11 of 87 wet slips renewed as of 1/21.
- 16 of 177 dry slips renewed as of 1/21.
- 15 of 139 kayak rack spots renewed as of 1/21.
- Barn Open House on 01/03.
- Trivia Night on 01/16. 40 people (15 teams) participated.
- Planning Open Mic Night for January 30th, have 6 sign-ups as on 1/21.
- Created marketing materials & online sign-up form for Open Mic Night on 01/30.
- Cleaned out & reorganized Media Closet in the Dance Barn.
- Met with Activities Director of YMCA about expanding programming in the Valley this Spring.

Successes

- Fully staffed heading into 2026.
- We have handled running Kayak & Marina renewals at the same time very well.

Planned Work

- Marina & Kayak Renewals.
- Need 1 more quote for weight machine replacement project. All cardio quotes are complete.
- Open Mic Night on 1/30.
- Valentines Day Craft Night on 02/10.
- High Tea on 02/17.
- Trivia Night on 02/20.

Golf

Activity Summary

- Completed inactivation of GHIN handicaps for unpaid members.
- Applied "Prepaid" golf rounds to Social and Associate members that have paid 2026 memberships.
- Reviewed all membership records for accuracy to start the 2026 year.
- Reversed prepaid membership sales recorded from October-December 2025 and recharged them into 2026 revenue on January 1st.
- Completed several golf event contracts for 2026.
- Completed our 5th Winter Series event with 98 players in a rainstorm.
- Wrote promotional article for the Women's Four Ball event in May.

- Set up our marketing commercial campaign with Comcast.
- Conducted daily meetings with Turfcare Superintendent to discuss winter maintenance, course conditions, upcoming events, and projects.
- The golf course was re-rated for handicap purposes this Fall, requiring the revision and redesign of a new score card.
- Annual maintenance of golf cart fleet.

Successes

- Prepaid membership sales for 2026 exceeded 2025 by \$45K.
- December revenue exceeded 2024 revenue by \$6K.
- January is trending to a record revenue month.

Planned Work

- Aggressively contact previous outside tournament organizers to start rebooking events for the 2026 season.
- Promote and work with Avalon GC on the next two-day Winter Series event at the end of January.
- Coordinate our 5th Winter Series with Avalon GC at the end of the month.
- Develop Stay & Play packages to offer Sudden Valley vacation properties.
- Work with Darren on staffing plans for 2026 season.
- Finalize capital request for driving range equipment.

Turf Care

Activity Summary

- Turfcare building renovation continues a slow but steady track.
- Irrigation sprinkler maintenance continues.
- Started building new #8 gold tee. Ready for sod install.
- Getting bids together for tree trimming on #14 tee and fairway areas.
- Started construction of sod nursery.
- Blackberry mowing well underway.
- Wind event debris cleanup continues.
- Lake Louise irrigation intake impeller pump repair quotes out to contractor.
- Putting capex memos together for replacement equipment 2026.

Successes

- Lake Louise new dam gate working well.
- Annual rental golf cart r/m well under way.

Planned Work

- Construct #13 Gold tee box.
- Fairway aerating and sand topdressing set to go for next few weeks.
- Continue blackberry mowing.
- Golf course ditches to be cleaned out.